

# ISSA STANDARD

for Measuring the Effectiveness of Cleaning in Institutional and Commercial Facilities

## TIPS FOR FACILITY CUSTODIAL PROGRAMS

The Clean Standard offers a valuable tool to ensure that the cleaning program is delivering a healthy, safe, and productive indoor environment for staff and other building occupants. The Clean Standard is a key resource in any facility's toolbox helping them justify cleaning budgets; ensure effective cleaning; and validate products, processes, and systems.

### WHAT IS THE CLEAN STANDARD?

Based on the philosophy of "Clean, Measure, Monitor" and an emphasis on high-performance cleaning, the Clean Standard establishes a framework to help institutional and commercial facilities objectively assess the effectiveness of the cleaning process, thereby contributing to the quality of the indoor environment for the benefit of their employees and other building occupants. The Clean Standard focuses on:

- The desired levels of cleanliness that can reasonably be achieved;
- Recommended monitoring and inspection procedures to measure the effectiveness of cleaning;
- How to use the measurement and inspection results to assess and improve cleaning processes and products, ultimately resulting in a clean, healthy, and safe indoor environment.

The Clean Standard specifically provides "ranges of clean" based on ATP testing, thereby adding an objective, quantitative element to determining whether a facility is truly clean. Further, the Clean Standard contains sample audit forms that should be used to assess cleanliness from a traditional "sight, smell, and touch" perspective.

Ultimately, the Clean Standard is an integral part of a broad strategy to improve the physical environment of institutional and commercial facilities; premised on health and safety.



## SO HOW EXACTLY CAN WE USE IT?

The Clean Standard was specifically developed to serve as a valuable tool for facilities that are committed to providing a clean, healthy, and safe indoor environment for occupants. As we seek to “change the way the world views cleaning” and demonstrate the true value of cleaning, the Clean Standard serves as a resource that can demonstrate that cleaning is properly treated as an investment in health, safety, the environment, and the bottom line.

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### VALIDATION: SETTING A BAR AND MAKING SURE IT HAS BEEN MET

- The Clean Standard sets a bar for facilities to aspire to in terms of cleanliness. By integrating measurement into the cleaning process, a facility can be sure that the bar is being met. Without an objective goal, institutional and commercial facilities have a very difficult time validating that their service and quality is living up to expectations.
- Along the same lines, the Clean Standard allows facilities to easily demonstrate the effectiveness of products, processes, and systems. This is especially important as new and innovative products are introduced. The unfortunate truth is that one’s first inclination is often to be skeptical of new products, yet the Clean Standard can immediately show that the new product (or process) works...probably even better! In this respect, the Clean Standard fosters innovation and can further set a facility’s cleaning program apart.
- The Clean Standard also allows institutional and commercial facilities to compare products and processes to ensure that the most effective products and processes are being used. By integrating measurement into the process, custodians better understand which are best used in a particular situation.
- Even if products and processes are effective, there is always the possibility that the workers are not using them correctly. The Clean Standard should be used to analyze operations to ensure that products are being used, systems have been implemented correctly, and workers are performing their tasks as expected. The Clean Standard should, therefore, be a key component of an internal training program and should be used to prove that a professional is cleaning effectively.



- The Clean Standard also works in concert with the ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building criteria to help institutional and commercial facilities operate as efficiently and successfully as possible. By combining the management and sustainability elements of CIMS/CIMS-GB with the measurement and monitoring protocols of the Clean Standard, facilities are prepared to deliver a healthy, productive environment.
- The Clean Standard should also be used as part of a comprehensive training program to help cleaning workers understand the connection between cleaning and health, the importance of their jobs, and, ultimately, why we clean. The Clean Standard should be used to stress that they are “not just janitors!”
- The Clean Standard can help justify budgets and lead to an increase in cleaning to the benefit of employees and other building occupants. By basing staffing levels on well-defined expectations and key performance outcomes, facilities can demonstrate the true value of clean and show the benefits associated with an increased cleaning regimen. The Clean Standard, therefore, helps those who are responsible for cleaning to connect with facility managers and business administrators to demonstrate how cleaning has a positive impact on the bottom line.
- Most facilities perform audits to ensure that their facilities are being cleaned as required by the scope of work. The Clean Standard helps institutional and commercial facilities and their service/product suppliers perform a site-based assessment of current cleanliness levels and overall conditions. Specifically, a facility can use the Clean Standard and its sample audit forms to more easily perform assessments, identifying areas—especially high touch points—that may need attention.
- Ultimately, a seminal question that must be asked by any facility is, “Is the area being cleaned effectively or do we need to consider a different approach?” The Clean Standard positions the facility to immediately and accurately answer this question.



## THE CLEAN STANDARD SOLIDIFIES RELATIONSHIPS BETWEEN FACILITIES AND THEIR SERVICE AND PRODUCT SUPPLIERS

- Most institutional and commercial facilities are no longer looking for a service provider who simply cleans the building and are seeking a product supplier who is a true partner. The ultimate goal should be to find providers who are capable of serving as a true business advisor and can help them meet a facility's bottom-line goals. The Clean Standard provides a "partnership platform" that is scientifically based and focuses on products, procedures, training, and measurement. This helps solidify and create long-term relationships.
- Institutional and commercial facilities are also looking for information on the latest innovations and processes. In that regard, an understanding of the Clean Standard helps facilities better understand effective cleaning processes and products and the most promising ways to increase efficiency and improve operations. Institutional and commercial facilities can also work directly with their service and product providers to jointly ensure the delivery of optimal service.
- The Clean Standard can help facilities understand "why we clean" by providing a platform for the connection between cleaning, health, employee productivity, and performance.
- In today's market, it can be very difficult for a cleaning program to set itself apart and demonstrate its commitment to excellence. By investing in standardization and striving to be the best one can be, a facility can create a foundation of distinction and set themselves apart.



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